

INDUSTRIAL SERVICE PROCESS

The ISC Engineering Industrial Service Request document is generated through the on-line service request form website page, and is the document that initiates all industrial work to be accomplished.

The following will assist Coast Guard units or staffs identify intermediate/depot level industrial work and requesting industrial services from ISC Alameda:

- Coast Guard unit or staff identifies a need for intermediate/depot level engineering services and considers the Industrial Support Branch as the best alternative for performing the required engineering service(s).
- Typically, intermediate/depot level engineering services involve major overhauls, alterations, modifications, fabrications or construction work requiring more extensive shop facilities and higher skilled trade personnel which are not normally within the capability of operational units or lower maintenance activities.
- Point of contact or representative of requesting unit will generate an on line ISC Engineering Service Request Form (see page () for instructions in generating request)
- In emergency situations, a CASREP, E-mail or phone call will be enough to initiate a response. Call Robert Benson at (510) 437-3276 or LT Chris Milkie at (510) 437-3285.
- Funding requirements for such cases are outlined in *COMDINST M5240.1A & M5240.11*
- Requesting unit or staff will receive copy of ISC Industrial Work Request from ISC Engineering Customer Service Representative via e-mail, once the request is processed and forwarded to the Industrial Branch.
- Requesting unit or staff can expect confirmation (via e-mail or phone call) of approval/disapproval within five working days.
- If confirmation is not received with the timeframe of five working days, contact Robert Benson, Industrial Branch Chief, @ 437-3276.